Sigma Pharmaceuticals Plc

Electronic Transmission (ET) User Manual

Contents

Introduction ----------3-4

Service Pack 3 Installation for Win XP ----------5

Uninstalling Sigma Ver 3.2 or 3.3 ----------6-7

ET V.3.8 New Installation ----------8-9

Updating Sigma ET 3.7 ----------10

Adding Pharmacy Details ----------11

Updating Product File ----------12

Order Cart – Functions Explained ----------13

Transmitting an Order ----------14-15

Unsuccessful Transmission ----------16-18

Introduction

Sigma Pharmaceuticals is proud to release its latest Electronic Transmission Software V.38 – which has taken many suggestions, comments and advice from its customers to improve the way the Sigma's ET software operates.

History

Sigma Modem
Sigma started using a Modem Transmission Software that enabled its customers to transmit its order via a standard 56k Modem. This included regular monthly product updates, which were sent out in a CD format and also the ability to receive any out of stocks.

Sigma ET 3.0 Release Date: 06/07/2007
This version was the first Broadband version that was officially released for its customers to place orders via a broadband line. Just like any new software, Sigma ET V.3.0 came with its fair share of technical hiccups. The version was taken back to improve its usability.

Sigma ET 3.1 Release Date:
The Developers at Sigma released the next version not too long after working on the original version. Although orders were being successfully sent, problems with the general operation of the software remained.

Sigma ET 3.2 Release Date: 28/12/2007
A much friendlier version of the ET was released and hence rolled out to its customers giving the opportunity to receive daily updates, access to live Stock and ability to leave any messages for each and every product before transmission. Customers who started to use this version on a daily basis did encounter some technical hitches, which with time became common problems for all ET Customers and therefore the developers at Sigma decided to recheck the software.

Sigma ET 3.3 Release Date: 18/09/2008
A lesser headache than its predecessor – Sigma had achieved its goal in providing its Customers with a successful version of its Software. Currently many of the sigma customers are haply using V.3.3 without any major problems. This version included user friendly buttons that were very easy to follow. However the administrators at Sigma who tested this software realised there was a minor hitch – which if corrected would make life a lot easier for its Customers.

Sigma ET 3.7 Release Date: 01/09/2009
An upgraded version of the software was released that took away any minor problems with the former version. This version emphasised on the 'Enable' Disable function of the software, which was taken under control & cosmetically the ET was given an enhanced appearance. This also included a more accurate download of Sigma's Product list.

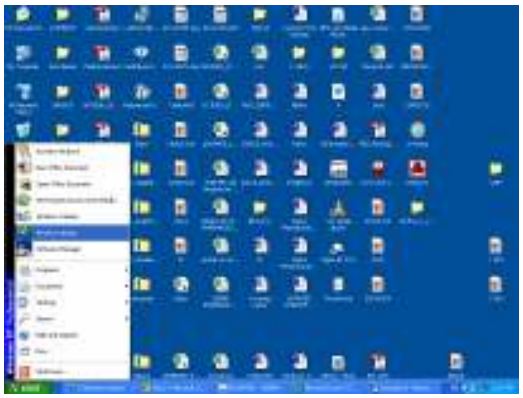
Sigma ET 3.8 – Release Date: 30/03/2010
A more advanced version of Sigma's software was released to include product category selection and email functionality, which would help customers to email, or re-transmit with a click of a button. Tested on Windows XP, Vista and 7 – this version surely hits the market making it easier for customers to deploy and use without having to contact sigma helpdesk.

Sigma ET 3.9 (Network Enabled) – Release Date: TBC
We at Sigma are always looking to improve the functionality of our Software and increase the usability in order to put the satisfaction of our customers first. We endeavour to provide our customers with the most reliable software, thus making customers our first priority and tailoring the software to their needs.

Service Pack 3 Installation guide for Windows XP

IF you have not installed 'Service Pack 3' please follow the given instructions before installing Sigma ET V. 3.8

1. Click **START** and select **WINDOWS UPDATE**



Note: If Windows Update is not shown on the Start Menu, please open up Internet Explorer go to google.com and type in Windows Update

2. Once the page is loaded please click **'Express'** to search for Service Pack 3.

Note: Before you reach this point the website may prompt you to install a 'Validation Tool' which you must accept.

3. It will take approximately **25mins** to download and install 'Service Pack 3'. Once finished it will ask you to restart your system.

4. Once you restart your system you are ready to install Sigma ET V.3.8

NOTE THAT ET V.3.8 WILL ONLY WORK ON WINDOW XP, VISTA & 7

Uninstalling Sigma ET 3.2 or 3.3

1. Click on START – SETTINGS – CONTROL PANEL

2. Double Click on ‘Add or Remove Programs’

3. Once the list is populated, scroll down to either – ‘Electronic Transmission 3.2’ or ‘Sigma ET 3.3’
4. Click on ‘Change/Remove’ and follow by ‘Remove All’

5. Click on Red Cross ‘Exit’
6. Click on My Computer Icon (located on Desktop)
7. Double Click System C: - click on ‘Program Files’ – highlight ‘ET’ Folder – Delete ‘ET’ folder

Once you have removed the old ET software please click on the following link to download and install Sigma's ET 3.8*.

http://www.sigmaplc.co.uk/et38setup.exe

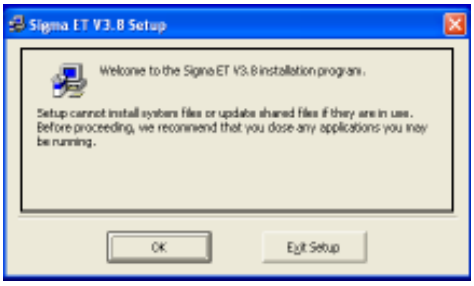
*Do not use the above link without completely removing old version of ET

Sigma Ver 3.8 Software New Installation Guide

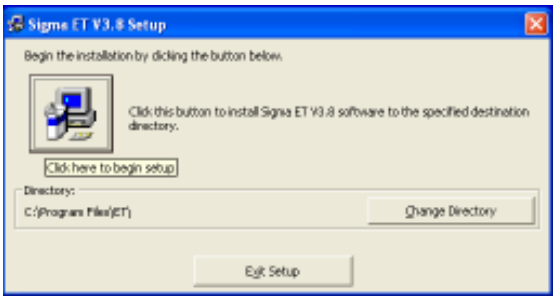
Follow the instructions to successfully install Sigma V. 3.8

1. Open the email sent by Sigma, click on the link, which will download the software:

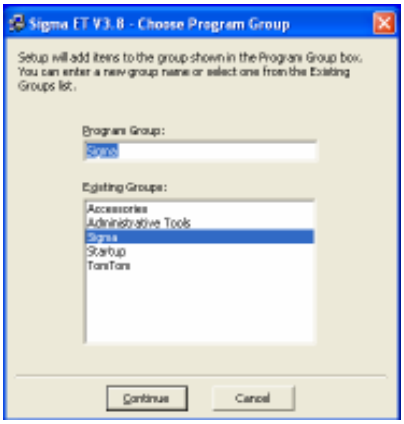
2. Click on RUN


Sigma ET V3.8 Setup
Welcome to the Sigma ET V3.8 installation program.
Setup cannot install system files or update shared files if they are in use. Before proceeding, we recommend that you close any applications you may be running.
OK
Exit Setup

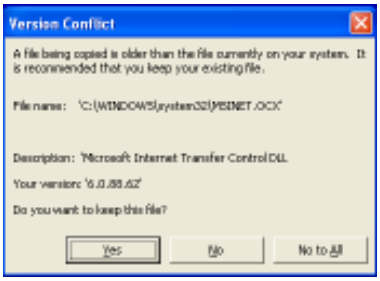
3. Click on OK


Sigma ET V3.8 Setup
Begin the installation by clicking the button below.
Click this button to install Sigma ET V3.8 software to the specified destination directory.
Click here to begin setup
Directory:
C:\Program Files\ET\
Change Directory
Exit Setup

4. Click on the ‘Monitor Screen’ button to begin setup


Sigma ET V3.8 - Choose Program Group
Setup will add items to the group shown in the Program Group box. You can enter a new group name or select one from the Existing Groups list.
Program Group:
Sigma
Existing Groups:
Accessories
Administrative Tools
Sigma
Startup
TomTom
Continue
Cancel

5. Click on ‘Continue’


Version Conflict
A file being copied is older than the file currently on your system. It is recommended that you keep your existing file.
File name:
Description:
Your version:
Do you want to keep this file?
Yes
No
No to All

6. File being copied is older than the file currently on your system – click on ‘Yes’

7. Destination file is in use – Click on ‘Ignore’

8. Click on ‘OK’ to exit

Updating Sigma ET 3.7

For customers using Sigma ET 3.7 please use the following update link to update to ET 3.8. Please make a note of your Customer Account and ET Code before proceeding.

http://www.sigmaplc.co.uk/et38update.exe

1. Click on 'RUN'

2. Click on 'RUN'

3. Click on 'Next'

4. Click on 'Next'

5. Click 'YES'

6. Click 'Next'

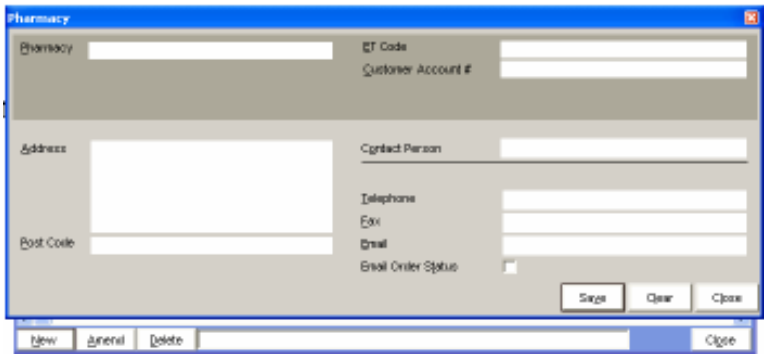
7. Select Desktop Icon, and Next

8. Click on Finish to Launch Sigma ET 3.8

Adding Pharmacy Details

1. Open Sigma V.3.8 Software, and click on PHARMACY

2. Click on NEW on the bottom left and insert your Pharmacy, ET Code and Account Name*. Please Call Sigma IT on: 01923 332 904 to obtain this information.



3. Click on CLOSE twice

**Note: Type the Pharmacy Name, ET Code and Account Name in CAPS.*

Update Product File

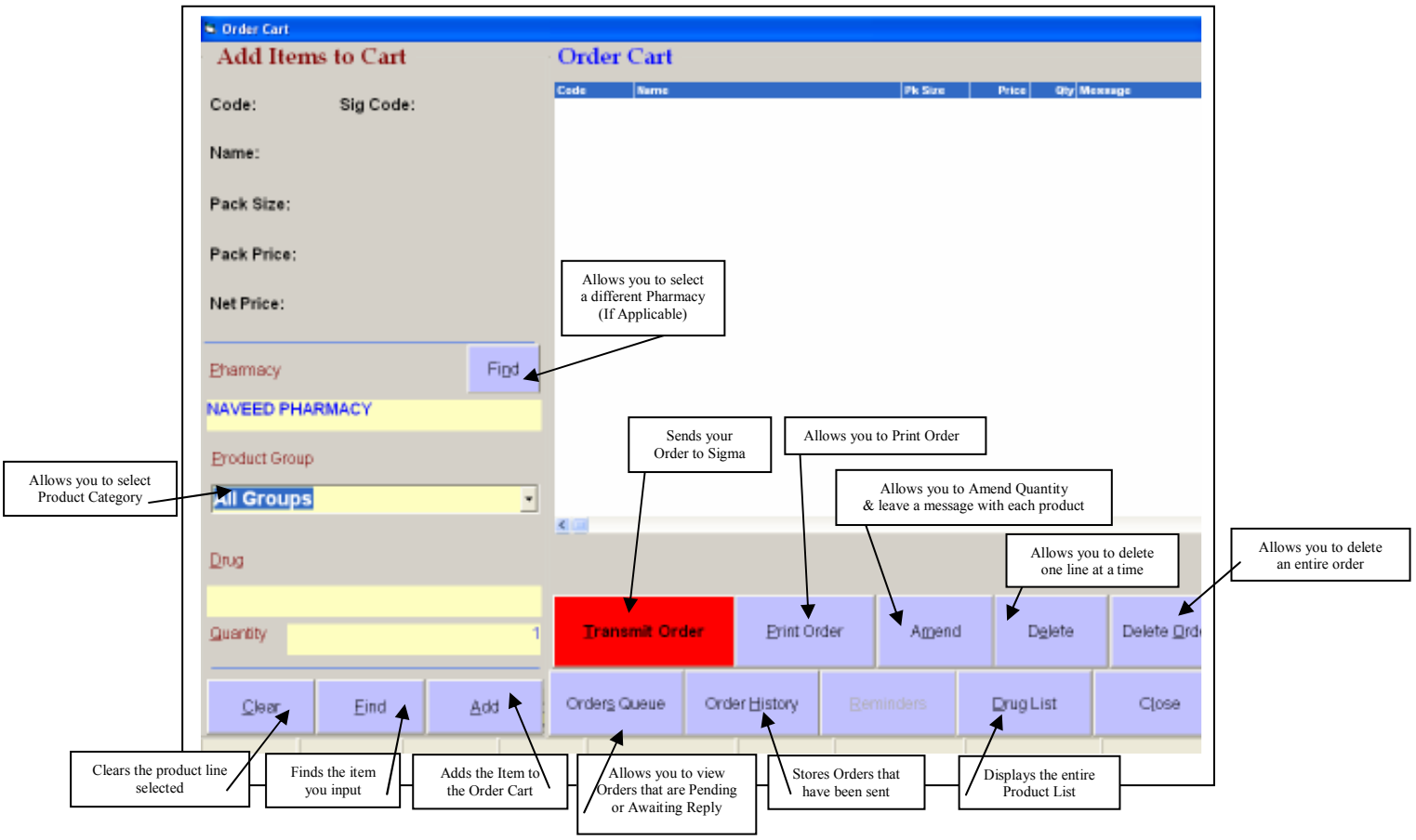
1. Click on UPDATE and keeping the default location FTP click on update – After a slight pause the latest Product File will be downloaded to your software*.

**Note: You are required to update the software twice a day; Morning and Afternoon*

2. Click on CLOSE

Order Cart – Functions Explained

1. Click on ORDER CART



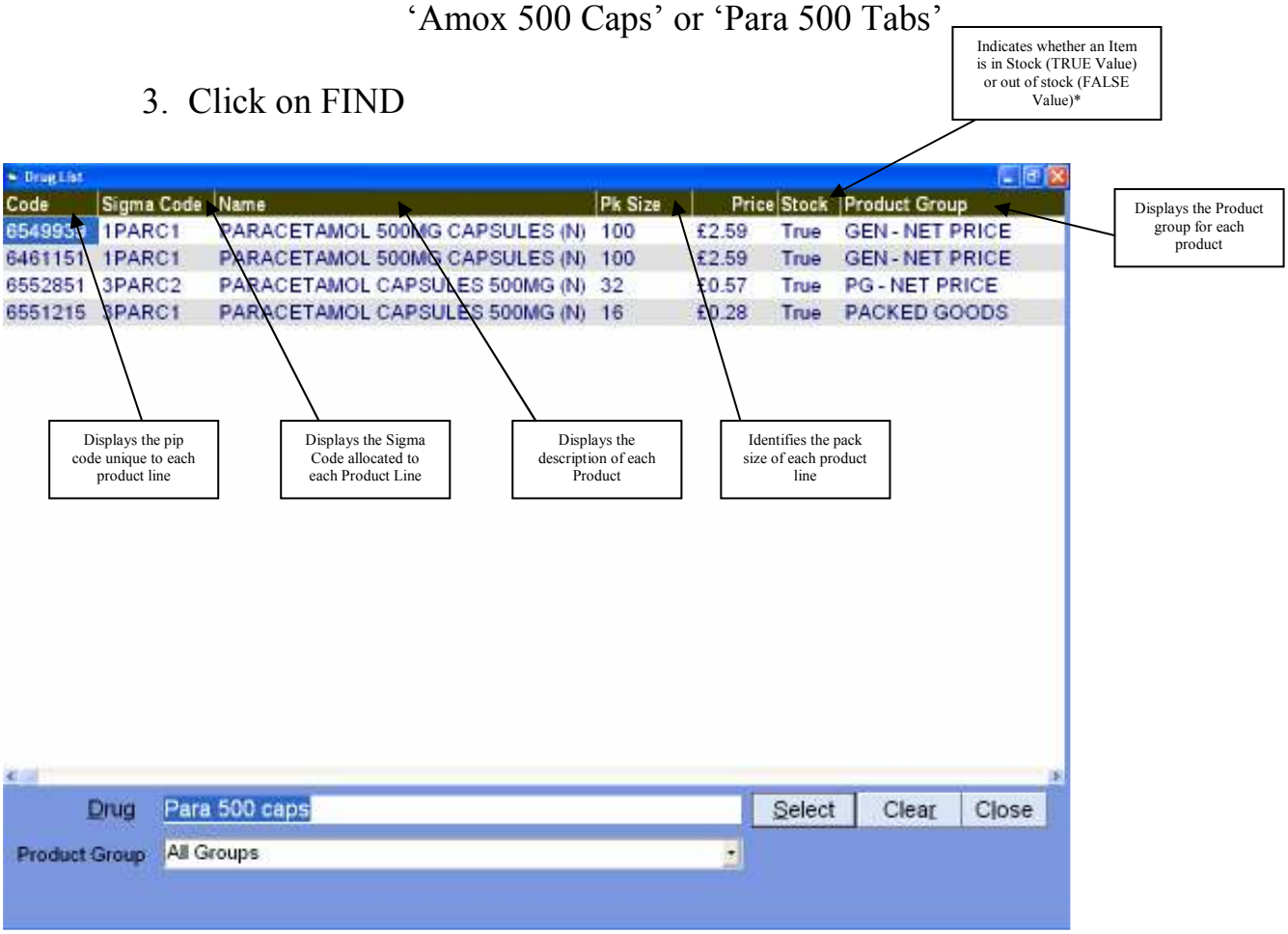
3. Please familiarise yourself with the above diagram and the function of each button on the order cart.

Transmitting an Order

1. Click on ORDER CART – The DRUG column is selected as default
2. Type in the desired Product – You are not required to type in the entire word but are able to narrow your search for each product - see following example:

‘Amox 500 Caps’ or ‘Para 500 Tabs’

3. Click on FIND

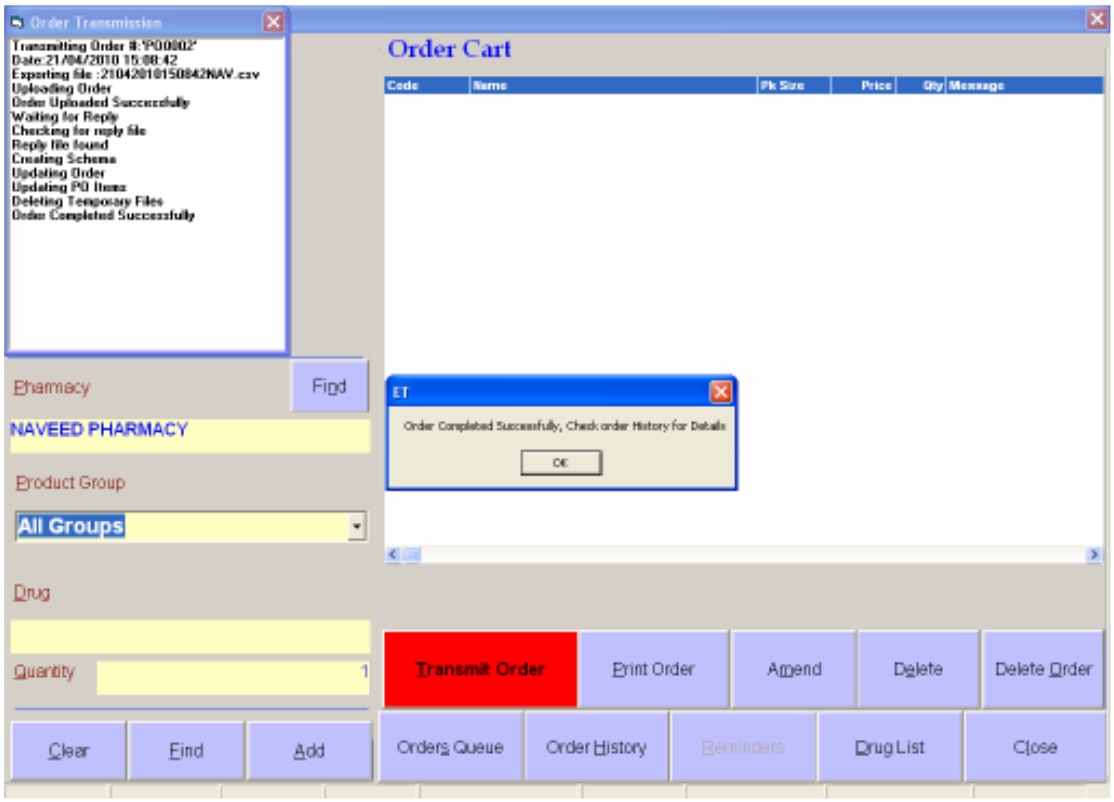

Indicates whether an Item is in Stock (TRUE Value) or out of stock (FALSE Value)*
Displays the Product group for each product
Code
Sigma Code
Name
Pk Size
Price
Stock
Product Group
6549951 1PARC1 PARACETAMOL 500MG CAPSULES (N) 100 £2.59 True GEN - NET PRICE
6461151 1PARC1 PARACETAMOL 500MG CAPSULES (N) 100 £2.59 True GEN - NET PRICE
6552851 3PARC2 PARACETAMOL CAPSULES 500MG (N) 32 £0.57 True PG - NET PRICE
6551215 3PARC1 PARACETAMOL CAPSULES 500MG (N) 16 £0.28 True PACKED GOODS
Displays the pip code unique to each product line
Displays the Sigma Code allocated to each Product Line
Displays the description of each Product
Identifies the pack size of each product line
Drug
Para 500 caps
Select
Clear
Close
Product Group
All Groups

**Note: An item that is ‘true’ will only give a confirmed ‘In stock’ reply as ‘successful’ under the ‘History’ Section.*

4. Highlight the product and click on SELECT
5. Amend the Quantity or leave as default ‘1’
6. Click on ADD – The product is added to the Order Cart, ready to be transmitted
7. Click on AMEND

Note: You are only able to AMEND any item (either quantity or leave a message for a product line) once the product is inserted to the Order Cart.

8. Click on Amend – The message is displayed under the ‘Message’ Section
9. Click on TRANSMIT ORDER

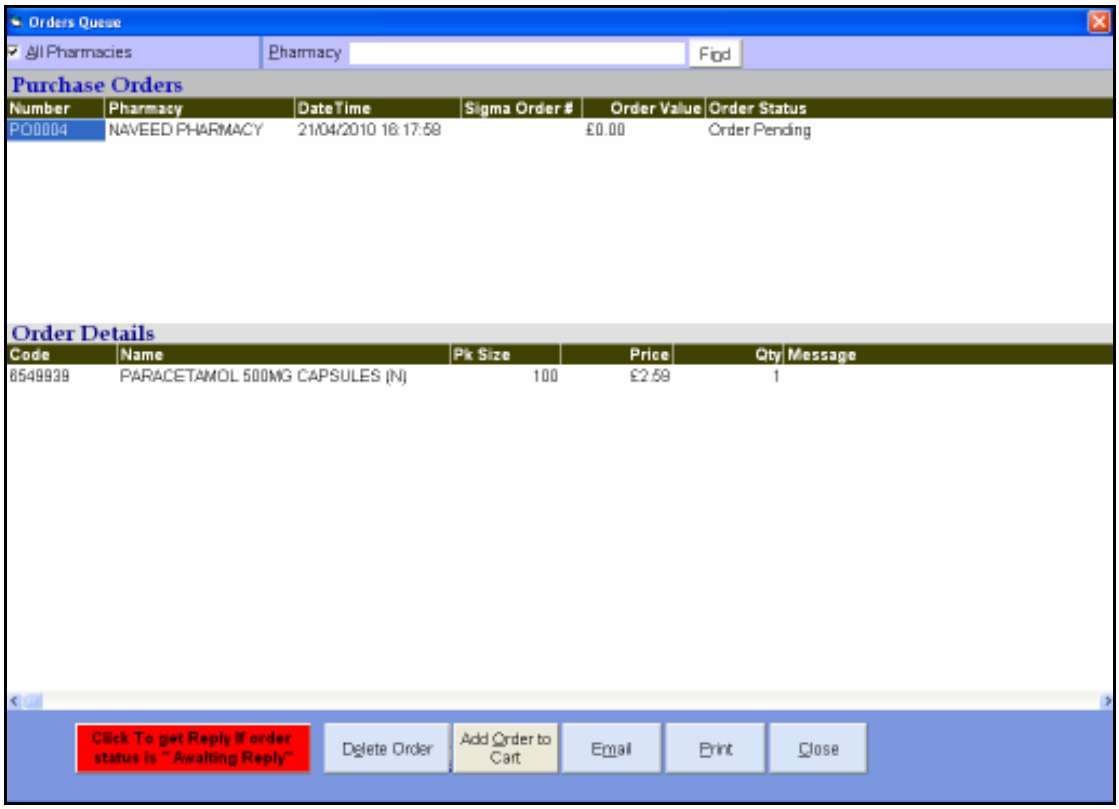


Note: The Transmission box will appear and will attempt to transmit your order – the above illustration shows a successful transmission. Once the order is transmitted please select ‘Order History’ for a confirmed ‘In Stock – Successful’ or a Temporary Out of Stock (TOS) message.

Unsuccessful Transmission

Please note that an order may not transmit successfully due to several reasons, the main reason due to a connection failure between the PC and Sigma's FTP Server. If the dialogue box does not appear after clicking on TRANSMIT Order, please use the following steps to transmit a successful order.

1. Click on ORDERS QUEUE and check whether the 'order status' displays 'Order Pending' or 'Order Transmitted – Awaiting Reply'



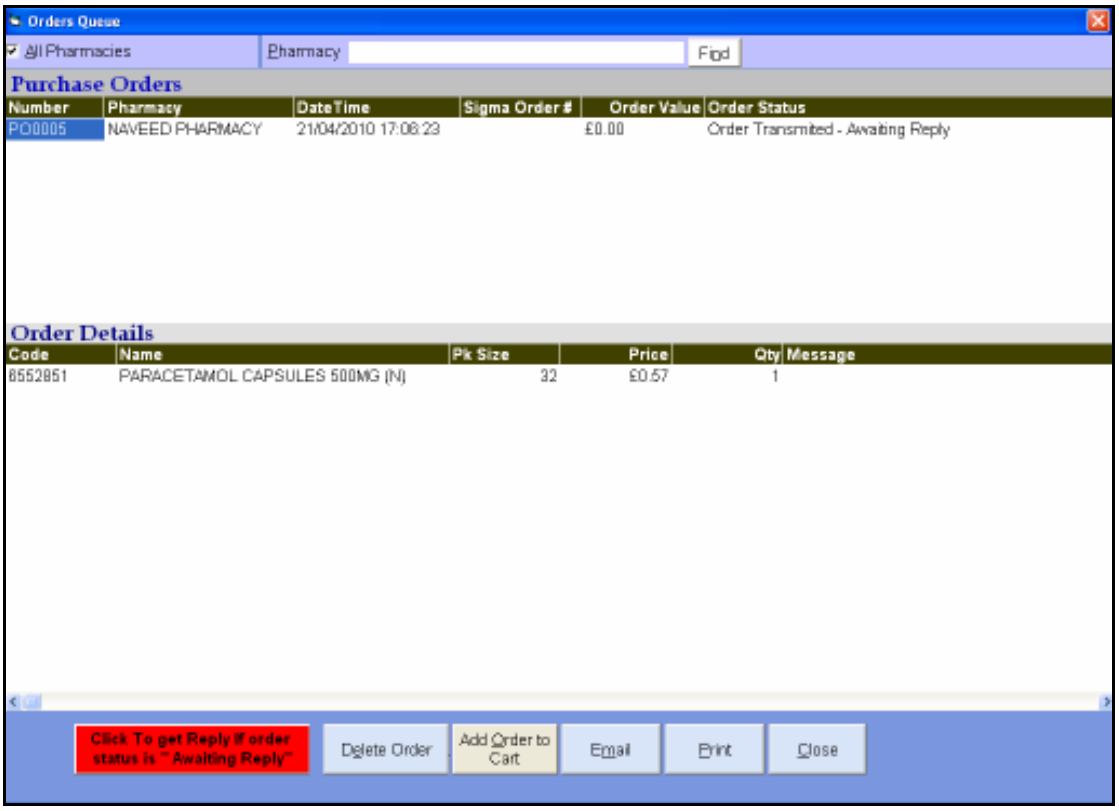
If it displays 'Order Pending' this means that the Software has disabled itself due to a connection failure before the order left your system.

2. Close ORDERS QUEUE than close ORDER CART and click on CONFIGURATION.

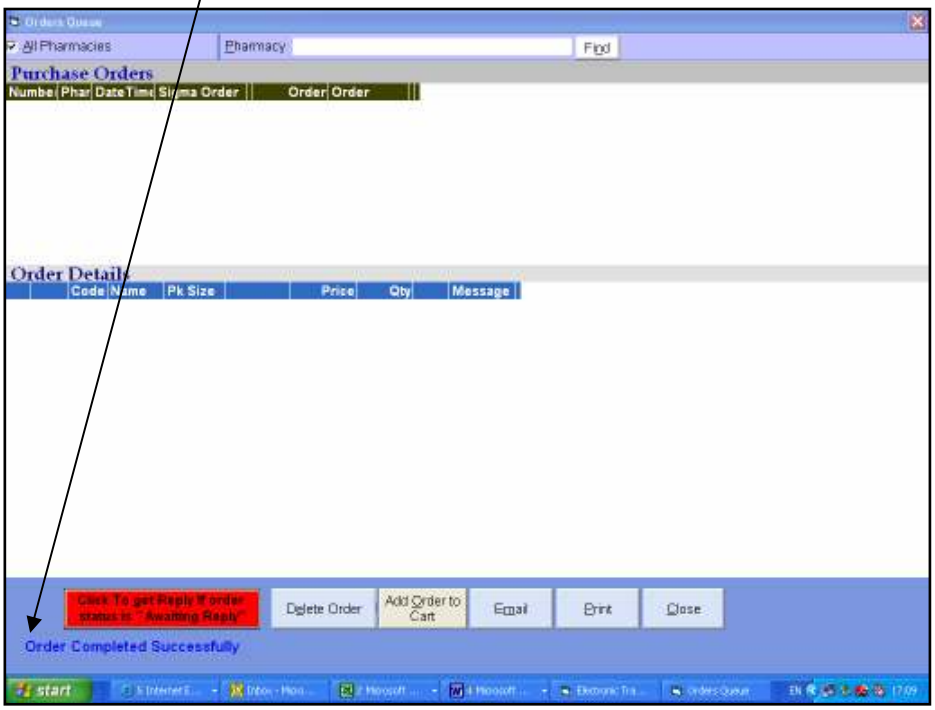
You are required to change the Disable status to Enable as shown above.

4. Click on SAVE and CLOSE – Any Pending Orders in ORDERS QUEUE will than automatically transmit in the normal way.

If under ORDER QUEUE the message display is 'Order Transmitted – Awaiting Reply' this indicates that the connection failed and the order failed to receive a successful reply after the order left the system.



1. Click on the RED button to receive a reply – If the order has been sent successfully the following reply will be displayed after clicking on the RED Button.



Note: If this message is not displayed the reply will display 'No Reply Found' which indicates the order was not successfully transmitted and therefore you are required to re-transmit the order again.

2. You have three options to re-transmit the order.

a) ADD ORDER TO CART – This enables the user to re-add the entire order to Cart in order to re-transmit from the Order Cart Page. Note: Any line that is on the Order Cart will be replaced by re-adding the order.
b) EMAIL – The user has the option of emailing their order directly to Sigma, which would be processed immediately – after a slight pause the software will display a message stating that the order has been emailed successfully. Note: Orders that are emailed are shown under Order History as Orders emailed.
c) PRINT – If the system has lost its internet connection and therefore there is no access to email or re-transmitting the order electronically, the user is able to Print and Fax the order to Sigma.